

CSHCS ALERT #4-2015 - The Need for Authorizing OOS Providers  
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Dear Colleagues,

We are receiving more requests for billing resolution regarding Out-of-State (OOS) providers not being directly authorized by CSHCS and therefore unable to be reimbursed.

There seems to be a growing misunderstanding that OOS providers do not need to be CSHCS authorized as long as they have prior authorization (PA). This is not true. In fact OOS providers MUST be authorized for payment to go through CHAMPS the same as is needed for in-state providers. Their PA is not enough to allow their request for payment to be accepted by CHAMPS any more than it would be for in-state providers.

We are working on a more reliable way for this information (OOS providers for direct authorization) to be passed to the Customer Support analyst or others as needed than has occurred in the past. Meanwhile, anytime you become aware of an OOS provider that has not been authorized, please do what you normally do as if the provider is in-state and request the OOS provider be authorized. CSHCS authorization is required for physicians (and other applicable providers) regardless of their in-state or OOS status.

**If you have questions or need more information please contact Karla McCandless at [mccandlessk@michigan.gov](mailto:mccandlessk@michigan.gov) or Pat McNutt at [mcnuttp1@michigan.gov](mailto:mcnuttp1@michigan.gov) or 517-241-8202. Thank you for your help in reducing the number of errors that need to be corrected.**

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